

Collegedale Public Library



Fees and User Card Policies

Proposed

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Library Card Policy

It is the policy of the Collegedale Public Library to register borrowers of library materials and users of public access computers connected to the Internet. The purpose of registration is to adequately protect and control Library collections and equipment, which are assets of the City.

Regulations

Section 1. General Collegedale Library Card Policies

- A. The City of Collegedale provides a library card at no charge to Collegedale residents (and certain types of non-residents defined in Section 2 below).
- B. The City of Collegedale offers to non-residents the opportunity to purchase a library card for a charge of \$60.00 per year for individual card, \$85.00 per year per family card (can check out double the amount), \$50.00 per card for senior card, \$30.00 per Temporary Card, ~~and \$30.00 per year for teacher card (teacher at a public or private school in the immediate Collegedale, Ooltewah, Apison area.)~~. This card is subject to the same privileges and restrictions as the card provided to Collegedale residents. Non-resident cards may be renewed each year, provided that the borrower is in good standing.
- C. The City of Collegedale also offers a non-resident Family Library Card which allows holders to check out twice the amount of materials permitted under the regular card. The Family Library Card costs \$85.00 per year and must be renewed annually on or before the purchase date.
- D. The City of Collegedale also offers to non-residents a Temporary Library Card for Computer Use for a charge of ~~\$1.00 per hour. \$2.00 for 2 consecutive hours or \$5.00 for 7 sequential days.~~ This card may be used to access Library computers and databases, but may not be used to borrow library materials.
- E. The City of Collegedale will assess a replacement charge of \$2.00 for a lost library card.
- F. All persons who wish to obtain a Collegedale Library Card shall present current government-issued picture Identification and proof of address by providing one of the address verification documents detailed in Section 3, below.
- G. ~~All library cards are issued to individual borrowers, not families or households. An individual borrower may allow others to use their card, but t~~The borrower remains fully responsible for all items borrowed on the card, regardless of who borrowed them.
- H. Lost cards should be reported immediately. Library users are responsible for all materials checked out on their card up to the time that they notify the Library that the card is lost and the Library has had an opportunity to update its records.
- I. There is no minimum age to apply for a library card as long as the applicant's parent/guardian signs the application if the applicant is under 18 years of age.
- J. A valid Collegedale Library Card or suitable form of photo ID (see Section 3) must be presented each time a person wishes to borrow library materials or access the library computers or databases.
- K. All persons -- both Collegedale residents and non-residents -- are welcome to use library materials in the library and attend free library-sponsored programs without charge, and without presenting a Collegedale Library Card.

~~K-L.~~ In order for a SAU student to obtain a library card, they will need to have a letter signed by the Dean of the University to prove that they live in the dorms.

Section 2. Nonresidents Exempt from Paying Nonresident Fees for Collegedale Library Cards.

A. Individuals in the groups listed below are exempt from the \$60 annual nonresident fee. All library cards issued must be renewed one year from date of issue.

- Collegedale Library Staff

Proof required: Picture identification shown by an adult and proof of residence

Family members of non-resident staff are NOT exempt

- Collegedale City Staff

Proof required: Proof of City employment (uniform with Collegedale or call to Collegedale HR Department), picture identification, and proof of residence

Family members of non-resident staff are NOT exempt

- Collegedale Business Owners

Proof required: Current year paid tax receipt for the business location or a current business license or a lease that is current, and a picture identification shown by an adult and proof of residence.

One card per business

Section 3. Name and Address Verification for Collegedale Library Cards

A. The following information must be supplied on all library card applications in order for card issuance. This information is protected under the State's confidentiality laws and can only be obtained by non-library staff through a subpoena from a court of competent jurisdiction:

1. Applicant name and, if under 18, Parent/Guardian's Name
2. Residential Street Address (PO Box can only be used as the second Address)
3. Phone number(s) (if no phone available, number of friend or relative who can contact you)
4. Date of Birth

B. When applying for a library card, applicants' residential addresses must be verified. The verified address must match the information supplied by the patron on the application form.

- Collegedale residents must present government-issued photo identification. If under the age of 18, a parent/legal guardian must present their government-issued photo ID. The address will be verified against a database of Collegedale residents provided by the City of Collegedale. Accepted forms of identification are a government-issued identification document with a picture of the applicant or applicant's parent or legal guardian, such as a driver's license, or military identification.

- Nonresident applicants must provide the same information required of Collegedale residents as detailed above plus proof of address. Proof of address maybe any one of the following: a mortgage statement, or a rent invoice or utility bill (or other suitable correspondence) not more than 60 days old with a name and address matching that on the application.

ISSUING LIBRARY CARDS

I. POLICY

To check out library materials a person must have a valid library card.

II. REGULATIONS

A. Residency

1. Persons wishing to obtain a library card will be expected to verify identification and residency within Hamilton County. The proof of address is particularly important so the library can obtain the return of borrowed material.
2. Residents with a post office box as their mailing address must also verify their residence address.

B. Identification

1. Identity and Address Verification for Adults 18 and Over

- a. Acceptable verification of both identity and residential address includes one of the following:
 1. Valid driver's license or state-issued identification card with current local address (preferred verification source, and photo not required)
 2. Valid driver's license or state-issued identification car (photo not required) with previous address and one of the following with current local address:
 - Printed check
 - Utility bill or receipt
 - Rent receipt
 - Voter registration card
 - Piece of cancelled mail

2. Identification and Address Verification for Children Through Age Seventeen.

- a. A child accompanied by a parent or legal guardian:
 1. The parent or legal guardian must show verification of identity and address as detailed in B.1.
 2. The parent or legal guardian will sign the application form and be legally responsible for returning library materials checked out on the child's card.

- b. If a child is unaccompanied by a parent or legal guardian, a library card application may be sent home with the child. The signed and completed application form must be brought back with the valid identification and address verification of the parent or legal guardian (See B.1. above) before the library card can be issued.
 - c. Residential students who attend school in the local area but who have permanent residence outside the local area must provide verification of both the local address and their permanent residence address.
- C. Circulation staff may refuse to issue or renew a library card if:
 - 1. Fines in excess of \$5.00 have been incurred.
 - 2. Delinquent materials have not been returned.
 - 3. Adequate identification and proof of address cannot be supplied.
 - 4. False information is given.
 - 5. No permanent address can be provided.
- D. A patron may not have more than one valid card.
- E. The patron is responsible for all materials checked out on his library card. A patron reporting his card stolen is responsible for materials checked out on the card prior to his reporting it stolen.
- F. A patron may not check out materials on an expired library card. Cards will be renewed every three years, except for temporary cards, which are issued for only three months.
- G. A patron may obtain a replacement card if he loses his card or it is stolen. (*See Replacement Library Cards.*)

III. PROCEDURES

A. New Cards

- 1. Circulation staff should first ask the person to complete a Library card application.
- 2. If the person's permanent residence is in the local area, the person is eligible for a three year card.
 - a. Verify the person's identity and address as detailed in regulations A. and B. above.
 - b. After verifying all information necessary for the person to receive a three-year card:
 - * Input data.
 - * Issue a new card.

* File registration form in storage box.

3. If the person lives outside the local area and is not a residential student, the person may be eligible for a temporary card according to, *Issuing a Temporary Library Card*.

B. Renewals may be made for patrons in good standing (see II.C. above).

1. Cards that have not expired may be renewed up to 6 weeks prior to the date of expiration.

- a. Ascertain that the patron wants the card renewed for three years.
- b. Verify patron's address.
- c. Renew card for three years from date of expiration.

2. Cards that have expired

1. Ascertain that the patron wants the card renewed.
2. Review patron's identification.
3. Verify patron's address.
4. Renew card for three years from current date.

ISSUING AN ONLINE PATRON CARD

I. POLICY

The library will issue an online patron card to any person who wishes to access the online databases available on the Library's website.

II. REGULATIONS

- A. The online patron card will be valid for up to one year.
- B. The person asking for an online patron card must first pay a fee of \$30.00.
- C. Persons with an online patron card can use the card to access databases available on the Library's website only. Library materials cannot be checked out with an online patron card.
- D. If the Library determines that more than one person is using a library card number at the same time to access databases, the card may be revoked.
- E. If for any reason an online patron card must be cancelled or revoked, the patron forfeits the \$30.00 fee.

III. PROCEDURES

- A. Any person wanting to apply for an online patron card should first contact the Library's Circulation Department. The Circulation Department will then send the person a Library Card Application (see C10.1 Attachment 1) through the U.S. Postal Service.
- B. Once the person returns the completed Application with a check or money order (made out to the Collegedale Public Library) for \$30.00, the Circulation Department will register the patron and send the plastic Library Card to them via U.S. Postal Service.
- C. The patron can then access the Library's databases using the new online patron card.

REPLACEMENT LIBRARY CARDS

I. POLICY

The library will replace library cards that are lost, damaged, or stolen. A fee will be charged for the replacement.

II. REGULATIONS

- A. Patrons who have lost their library card or claim it was stolen must present valid verification of identity and current address as detailed in, *Determining Eligibility for a Library Card*, before a replacement card can be issued.
- B. For issuing purposes, all replacement cards will be considered new cards and issued according to the regulations and procedures detailed in *Issuing Library Cards*. For statistical purposes, replacement cards are not counted as new cards.
- C. There will be a \$2.00 service charge for replacing all library cards which the patron does not present to the Circulation staff.
- D. Patrons who have library materials in the claimed returned process according to, *Claimed Returned* will be eligible for a replacement card.
- E. Patrons are responsible for all materials checked out on their card until the date they report the card lost or stolen.

III. PROCEDURES

- A. Inform the patron that the fee for replacing the card is \$2.00.
- B. Verify patron's identity and address in accordance with, *Determining Eligibility for a Library Card*.

- C. Check the patron's account before having the patron fill out an application. Charges of \$5.00 or more must be paid before a new card may be issued.
- D. To issue a replacement card:
 - 1. Access the patron's account.
 - 2. Correct any inaccurate data.
 - 3. Enter new bar code.
- E. Collect the \$2.00 service charge.
- F. Remind the patron of circulation rules, regulations, loan periods and charges.
- G. Add to patron record an F2 note indicating a replacement card has been issued.

ISSUING A RESTRICTED LIBRARY CARD

I. POLICY

The library will issue a restricted library card valid for up to three months to those persons without a permanent address but participating in authorized treatment programs that have granted them mail privileges within our local area. The card will enable the patron to check out only one item at a time.

II. REGULATIONS

- | C. Local area is defined as within a 25-mile radius of the library.
- D. Identification
 - 1. Adults and persons 13 and over must present a letter from and signed by a local treatment program administrator confirming the person's name and the street address the person is authorized to use for mail privileges.
 - 2. Identification and Address Verification for Children Through Age Twelve.
 - a. A child accompanied by a parent or legal guardian:
 - 1. The parent or legal guardian must show verification of identity and address as detailed in B.1.
 - 3. The parent or legal guardian will sign the application form and be legally responsible for returning library materials checked out on the child's card.
 - d. If a child is unaccompanied by a parent or legal guardian, a library card application may be sent home with the child. Both the signed and completed application form and a letter from and signed by a local treatment program administrator confirming the name and street address of the parent or legal

guardian signing for the child must be brought back before the library card can be issued.

- e. The child must be able to receive mail at the address used by the parent or guardian.

3. The address will be confirmed by mailing the restricted library card to the applicant. If the envelope containing the card is returned as undeliverable, the card will be cancelled.

E. Circulation staff may refuse to issue or renew a library card if:

- 1. Fines in excess of \$5.00 have been incurred.
- 2. Delinquent materials have not been returned.
- 3. Adequate identification and proof of address cannot be supplied.
- 4. False information is given.

F. A patron may not have more than one valid card.

G. The patron is responsible for all materials checked out on his library card. A patron reporting his card stolen is responsible for materials checked out on the card prior to his reporting it stolen.

H. A patron may not check out materials on an expired library card. Cards will be renewed every three months

I. A patron may obtain a replacement card if he loses his card or it is stolen. (See *Replacement Library Cards*.)

III. PROCEDURES

J. New Cards

- 1. Circulation staff should first ask the person to complete a Library card application. (See Library Staff Circular C10.1 Attachment 1)
- 2. If the person's residence is in the local area, the person is eligible for a three-month restricted card.
 - a. Verify the person's identity and address as detailed in regulation B. above.
 - b. After verifying all information necessary for the person to receive a three-month restricted card:

- * Input data.
- * Issue and mail the new card to the patron.
- * File registration form in storage box.

K. Renewals may be made for patrons in good standing (see II.C. above).

1. Cards that have not expired may be renewed up to 6 weeks prior to the date of expiration.

a. Ascertain that the patron wants the card renewed for three months.

b. Verify patron's address.

c. Renew card for three months from date of expiration.

2. Cards that have expired

5. Ascertain that the patron wants the card renewed.

6. Review patron's identification.

7. Verify patron's address.

8. Renew card for three months from current date.

ISSUING A TEMPORARY LIBRARY CARD

I. POLICY

The library will issue a temporary library card valid for up to two months to those persons who do not reside permanently in the local area and who wish to check out certain library materials.

II. REGULATIONS

A. Local area is defined as a 25-mile radius of the Library.

B. The person asking for a temporary card must pay a deposit of \$30.00. There will be \$15.00 will be refunded when the person returns the temporary card in person on or before the card's expiration date. All materials borrowed must be returned before a refund can be issued.

C. Acceptable verification of the person's identity and permanent residence includes:

1. Valid driver's license with current address or state-issued identification card.

2. Printed check.

3. Voter registration card.

4. Library card with home address.

5. Passport.

6. One piece of cancelled mail to current permanent address and one of the following:

- * Social Security Card
- * Credit card
- * School, employee, or military ID
- * Insurance card
- * Library card without address

- D. The person must provide a local address and telephone number.
- E. Persons with a temporary card may check out any circulating library materials.

III. PROCEDURES

- A. If a person requests a temporary card, Circulation staff will:
 1. Verify the person's identification and address according to regulation C and D above.
 2. Accept the \$30.00 deposit either in cash or by a check having the person's permanent address on it.
 3. Have the person fill out a registration form including both permanent and temporary addresses.
 4. Issue a library card with the expiration date of 2 months.
 - a. Have the person sign the card.
 - b. Inform the person of the circulation rules, regulations, loan periods, and charges.
- B. When a person returns a temporary card and requests a refund of the deposit, Circulation staff will:
 1. Check for outstanding charges or materials and deduct any charges from the refund due.
 2. Take the person's library card and cut it up.
 3. Refund half the deposit, less charges due, and issue a receipt.
 4. Delete the person's name from the system.

DAMAGED LIBRARY MATERIALS

I. POLICY

The library will charge a patron for damage or mutilation to library books and materials. The amount charged depends on the type of material and the extent of damage.

II. DEFINITIONS

A. Damaged Beyond Repair – Damaged beyond the point where it would not be possible or practical to repair the material. Materials cannot be repaired if:

1. The text block is extensively ink/crayon marked, affecting readability.
2. The text block is dog-chewed.
3. Book is water stained or smoke damaged.
4. Five or more pages are missing or defaced.
5. CDs and DVDs are warped or extensively scratched.
6. Audio or video cassette tapes are mutilated.

B. Damaged That Requires Rebinding – Damaged items that can be rebound and will then be usable.

Such damage includes:

1. Broken spine hinges.
2. Torn cover.
3. Broken text block.

C. Repairable Damage – Damage that can be repaired with minimal effect on the appearance or usability of the material. Such damage includes:

1. Missing pockets, jackets, cassette boxes, DVD art, etc.
2. Dog-chewed edges or cover.
3. Multiple torn pages.
4. Minimal crayon marking.

D. Negligible Damage – Damage that has little or no effect on the usability of the material and that will not be repaired by library staff. Such damage includes:

1. Minor scratches on CDs and DVDs.
2. Minor tears on pages.

III. REGULATIONS

A. Circulation staff will assess costs for “Damaged Beyond Repair,” “Damage That Requires Rebinding,” and “Repairable Damage” items. Refer any question to the Circulation Supervisor, Branch Head, or Director.

B. Circulation staff will assess costs based on the following schedule:

1. "Damaged Beyond Repair:" The replacement price of the item based on *Lost and Paid Library Materials*.
 2. "Damage That Requires Rebinding:" \$10.95.
 3. "Repairable Damage:"
 - a. Adult Material - \$5.00.
 - b. Juvenile Material - \$4.00.
 4. "Negligible Damage:" No costs are assessed and staff should make an F2 note on the item level record specifying the type of damage.
- C. Materials which have been "Damaged Beyond Repair" may be kept by the patron if he requests it.
- D. "Damaged Beyond Repair" items will be removed from the collection according to regular withdrawal procedures.
- E. "Damage That Requires Rebinding" and "Repairable Damage" items will be processed according to the Book Repair and Bindery Policy.
- F. Fine Arts will determine extent of damage for video cassettes, CDs and DVDs.
- G. Whether or not the item may be re-ordered has no bearing on the charges to the patron.

IV. PROCEDURES

- A. If an item is damaged and the patron is paying for it at the time of return:
1. Charge the patron according to III. B. above or *Schedule of Replacement Costs*.
 2. If the item is "Damaged Beyond Repair" and the patron asks to keep it,
 - a. Tear out the title page and write the item barcode on the page.
 - b. Stamp "Discarded" in red on the inside front and back covers.
 - c. Give the item to the patron.
 - d. Send the title page to the supervisor of the department owning the material.
 3. Give a receipt for payment on the item.

OVERDUE FINES

I. POLICY

Overdue fines are charged as a penalty for not returning library materials when due and thus preventing their being used by others. Fines are charged to all persons, including library staff and Board of Directors. Exceptions to fines may be considered on an individual case basis.

II. SCHEDULE OF FINES

- A. Books 20¢ per day per book
- B. Audiovisual materials
 - Audio materials 20¢ per day per item
 - Video materials 20¢ per day per item
- C. Other materials 20¢ per day each

III. REGULATIONS

- A. Items returned in the book chute after the library has closed are considered to have been returned before midnight prior to the day the library is next open.
- B. The maximum overdue fine shall be \$20.00 per item regardless of the cost of the item or its format.
- C. If a patron wishes to check out materials and has more than 5 overdue materials or owes charges of \$5.00 or over, he may not check out any materials.

IV. PROCEDURES

If the fines are paid when the materials are returned, Circulation staff will issue a receipt to the patron.

FEES CHARGED FOR ON-DEMAND RENTAL MATERIALS

I. POLICY

A fee of \$2.00 will be charged for each On-Demand rental item checked out.

II. REGULATIONS

- A. On-Demand rental DVDs must be checked out from the service desk in the Fine Arts Department of the downtown library.

- B. On-Demand items are only for immediate check out and return and may not be placed on the hold shelf.

III. PROCEDURES

The \$2.00 fee will be assessed for each rental item at checkout.

SCHEDULE OF LOAN PERIODS AND LIMITS ON MATERIALS

I. POLICY

Any person with a valid library card may borrow any library materials subject to certain limits and for certain periods of time.

II. SCHEDULE OF LOAN PERIODS AND LIMITS ON MATERIALS

A. Loan Periods

1. Books

- a. New books — 7 days
- b. Other circulating books — 28 days
- c. On-Demand rental books — 7 days

2. Non-Print materials

- a. Audio materials — 28 days
- b. Videocassettes and DVDs — 7 days
- c. On-Demand rental books on CD — 14 days
- c. On-Demand rental DVDs — 7 days

3. Other materials

- a. Pamphlets and Government Documents — 28 days
- b. Periodicals — 7 days (circulate in branches only)
- c. Pictures — 28 days

- 4. Renewals — one 7-day period. Items for which a hold has been placed may not be renewed. On-Demand rental DVDs may not be renewed.

- B. Patrons may check out different number of materials depending on their library card type:

- a. Permanent and temporary library cards — only 10 items at a time in the following categories but up to 30 items in all: On–Demand Rental Books, On–Demand DVDs, On–Demand CDs, Audios and Videos.
 - b. Restricted library card — only one item at a time.
- C. Exceptions to the above loan periods and limits on materials may be made at the discretion of the Circulation Supervisor or Branch Director.

MEETING ROOM POLICY

I. POLICY

The meeting rooms of the Library is intended primarily for programs sponsored by the Library or Friends of the Library. Other non–profit organizations may use the meeting rooms subject to the regulations of this policy.

II. REGULATIONS

- A. Programs or activities sponsored by the Library or the Friends of the Library have priority over other meetings. Certain time periods may be reserved on a regular basis for library uses and programs.
- B. The availability of the meeting rooms for non–library groups is as follows:
 - 1. The meeting rooms shall not be available for use by for–profit groups or businesses.
 - 2. The meeting rooms may not be used for the following activities:
 - a. Purely social events.
 - b. Money–raising events, projects, or programs.
 - c. Events which offer items or services for sale or which include overt solicitation of clients for products or services.
 - d. Excepted from this regulation are activities sponsored by the Library or Friends of the Library for the purpose of benefiting the Library.
 - 3. The meeting rooms are available for local public civic, educational, and cultural non–profit groups or organizations only. Organizations that exclude the general public from membership will be denied the use of the meeting rooms.
- C. The charges for meeting room use by non–library groups and the reservation requirements are as follows:
 - 1. The charge for use of the meeting rooms is \$10.00 (minimum) per meeting for two (2) hours and \$5.00 per hour or any portion of an hour beyond two (2) hours. The maximum charge is \$30.00 per day.

2. Library or Friends of the Library sponsored groups, governmental departments or agencies (Federal, State, or Local), public meetings called by governmental public officials, and non-profit groups involved in adult literacy tutoring or tax preparation help for the elderly are exempt from charges.
3. A group may hold two (2) meetings per calendar year or one (1) series of three (3) meetings per series within a 30-day period each calendar year. Exceptions to this are educational groups engaged in adult literacy tutoring.
4. A group wishing to use a meeting room must make a reservation in writing at least two (2) weeks in advance and not more than four (4) months in advance of the date of intended use.
5. At the time the request for reservation is made, the group must provide a copy of its IRS 501(c)(3) tax exemption certificate. If the reservation is approved, the fee must be paid within seven (7) days of approval.
6. If a group fails to notify the library of the cancellation of its scheduled use of a meeting room, it shall be charged the \$10.00 minimum fee. Refunds will be made if a group notifies the library of cancellation 24 hours before the time of its scheduled use of the room.

D. The following regulations apply to all non-library groups using the meeting rooms:

1. All meetings must be open to the public and the press and attendance may not be restricted in any way. Any advertisements relating to a meeting must state that it is open to the public. Exceptions to this are educational groups engaged in adult literacy tutoring.
2. No fees may be charged by any group for admission to a meeting nor may a collection be taken or donations requested. Exceptions may be made for paid registration for educational workshops, institutes, or library-sponsored programs.
3. Groups may schedule meetings only during the hours when the library is open.
4. Library building staff will arrange the meeting room in the manner requested by the group in advance only once. Building staff is not available to move or handle equipment brought in by a group.
5. A group must request in advance to use the library's projection equipment. Library staff will not run the equipment and the group must provide a qualified projectionist.
6. Groups may serve light refreshments when their plan to do so has been pre-approved by the Director. Alcoholic beverages are prohibited.
7. Smoking is not permitted.
8. The Library does not provide messenger service to anyone attending a meeting in the Library.

9. The chairman of the group or its sponsor is responsible for the orderly conduct of the meeting so that readers will not be disturbed. Quiet on entering and leaving is essential.
10. The Director and/or branch librarian is authorized to deny anyone use of the meeting rooms if he or she believe the meeting of the group might cause damage to the building or cause a disturbance. The Library reserves the right to deny use of the meeting rooms to any group that is disorderly or violates the regulations and procedures.
11. The meeting room must be left in good condition. The group may be charged for any damage done to the room or the furniture or equipment, or for any required extra cleanup.
12. The Director is granted broad discretion in interpreting the regulations on occasions when applicability of any regulation is not clear.

HOURS OF OPERATION

The Collegedale Public Library will be opened the following days and times.

Monday	10am-7pm.
Tuesday	10am-7pm
Wednesday	9am-6pm
Thursday	10am-7pm.
Closed Friday	
Saturday	1pm-6pm
Sunday	1pm-6pm